

Mayor's Action Center
Service Level Attainment Compliance
July 2009

Service Level Agreement	Target Performance	Current Performance
Speed to Answer Calls	< :20	 In Compliance with Service Levels
Abandon Rate	< 5%	 In Compliance with Service Levels
Time on Call	< 2:30	 In Compliance with Service Levels
After Call Work	< :40	 In Compliance with Service Levels
Outbound Calls	> = 3,000 Outbound Calls for Service Closure	 In Compliance with Service Levels